MILWAUKEE COUNTY BHD Behavioral Health Division

myAvatar™ Tips and Tricks

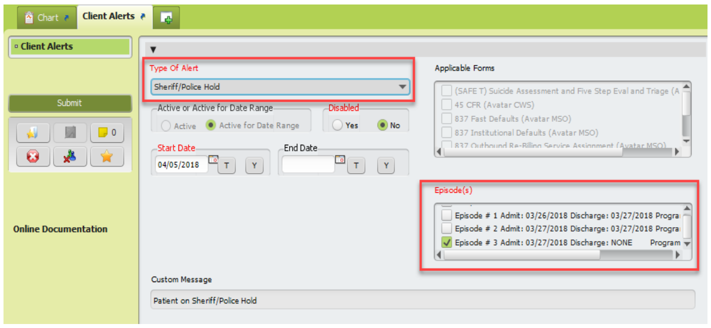
Client Alerts- client alerts are used to convey critical information that staff need to access quickly and review frequently in order to provide safe client care and services.

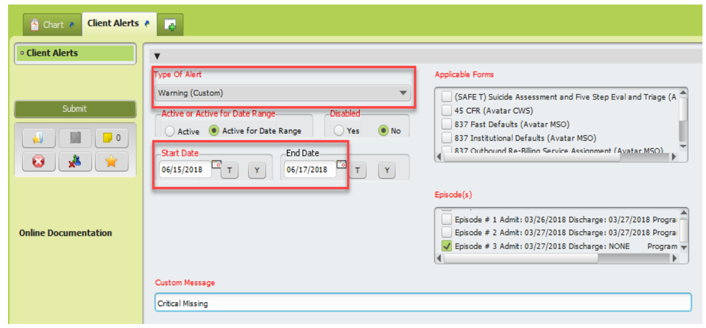
Standard Alerts

Client Deceased (**New**)- See Notification of Death form for additional information
COVID-19 test – Negative. Please see attending psychiatrist progress note for more information
COVID-19 testing Pending
COVID-19 test – Positive. Please see attending psychiatrist progress note for more information
DNR Limited Code- Do not resuscitate- Limited code. See Special Instructions in orders
DNR No code comfort care only- Do not resuscitate- No code. Comfort care only
Elopement Risk
Falls Risk
Guardianship not verified
Guardianship verified and papers on file
History of concealing contraband/weapons
History of disruptive behavior in PCS; please consider starting assessment at triage /brief assessment at triage
History of SA/self-harm- History of suicidal acts or self-harm behavior at BHD
History of Swallowing Difficulty
History of violent behavior at BHD
Interpreter needed
Possible duplicate client- Client suspected as duplicate- alert has been sent to medical records to investigate
Sheriff/Police Hold- Patient on Sheriff/Police Hold
Valid retention order on file- Patient has a valid retention order on file
Victim of significant trauma at BHD- Reported history of being a victim of significant trauma at BHD

Policy Considerations

1. Alerts are entered only by staff who have access to do so. Staff entering alerts include, but are not limited to, registered nurses, social workers, medical records and select legal staff.
2. Standard alerts are limited to the alerts listed in the table. Custom alerts can be created as needed for information that is critical to care for the client. <u>Custom alerts must be approved by a medical director, nursing manager, supervisor, or physician.</u>
3. Some standard alert types are now episodic (i.e. Sheriff/Police Hold, Do Not Resuscitate Order) or require a date range (Falls Risk). For episodic alerts, select the appropriate episode of care for the alert.

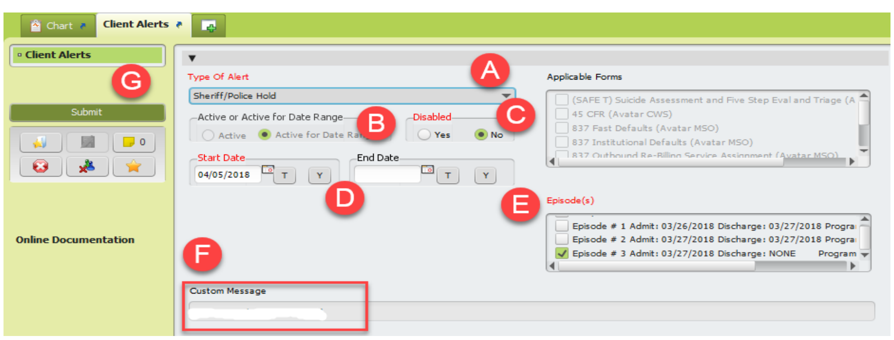




4. All alerts are to be reviewed at the time of discharge from the facility by the discharging nurse. All episodic, clinical alerts are to be discontinued at discharge.

To create a client alert, open the Client Alerts form for the selected client.

A. Select the Type of Alert from the drop-down list. **For Custom Alerts, <u>always</u> select, *Warning (Custom)*. <u>Do not use</u>, *Error (Custom)* as this will lock the client's chart.**
B. Select either Active or Active for Date Range (if applicable).
C. The default is No. <u>When ending an alert, it's important to select **Yes** and enter an end date.</u>
D. Enter the Alert Start Date. For Custom Alerts, enter a <u>start and end date</u> whenever possible.
E. Select the appropriate Episode(s) of Care.
F. For Custom Alerts, enter the customized message here (**only by approval**).
G. Click Submit.



Client alerts are found on the client banner when documenting in an episodic form and in Chart View.